Common Origination and Disbursement

COD Processing Update
For Pell Grants

April 30, 2004

Pell Grants

COD News

Reminder: Resolving Potential Overaward Project (POP) Situation (04/27/04)
COD would like to remind you that the first thing your school should do when notified of a POP situation is to check the student's eligibility and make any appropriate adjustments. If an overaward still exists, we encourage you to contact and work with the other school or schools involved in the POP situation to resolve the Pell overpayment. If the overpayment is not resolved within 30 calendar days after the COD POP start date, COD will generate a "Negative Disbursement" and reduce the student's Pell disbursement to zero ($0.00) for all of the student's Pell disbursements at all schools for that award year. Further details regarding this process are available in the 2003-2004 COD Technical Reference, Volume II & III at https://www.fsadownload.ed.gov/CODTechRef0304.htm.

COD understands that sometimes it may be difficult for schools to resolve POP situations. In these cases, schools may contact their COD Customer Service Representatives for assistance.

Pell Grant Data Requests and Pell Grant Reports (04/26/04)
COD has released an electronic announcement on the IFAP web site, www.ifap.ed.gov, detailing the current Pell Grant data requests and reports that are available to schools. This document also contains detailed instructions for how to perform a data request and retrieve a report on the COD web site. To view the announcement in detail, go to the IFAP web site at: http://www.ifap.ed.gov/eannouncements/0422CODPGDataRequestsandPGReports.html.

COD Web Site Access for Schools and Third Party Servicers (04/26/04)
COD has posted updated documents on how to obtain COD web site access. They can be found on the IFAP web site at:
http://www.ifap.ed.gov/eannouncements/0422CODWebsiteAccessSchools.html for schools, and for Third Party Servicers at:
http://www.ifap.ed.gov/eannouncements/0422CODWebSiteAcce3rdPartyServ.html. If you have any questions about obtaining COD web site access, please contact the COD School Relations Center.

COD Processing Update
For Pell Grants

Current Issues

Duplicate Drawdown Amounts In COD (04/28/04)
COD has discovered that there are duplicate records of drawdown amounts dated from the week of March 15, 2004 on the COD database. These amounts will appear on the COD web site's Cash Activity screen and on various summary screens and financial reports. This issue affects approximately 166 schools. The COD development team is researching the issue, and we will provide updates as they become available.

COD Web Site Response Time [03/19/04 (Updated 04/22/04)]
COD has learned that COD web site users are experiencing poor response time and receiving log errors when performing searches between the hours of approximately 11:00 AM and 2:00 PM eastern time.

COD has identified several potential causes of the issue and is in the process of evaluating the causes. We ask users to continue to be patient. In the meantime, please continue to e-mail screen shots of any error messages received while performing a search to the COD School Relations Center at CODSupport@acs-inc.com.

COD Edit 115 Not Working Correctly (04/06/04)
COD has identified an issue where COD Edit 115 (Student Referred to DCS but repayment schedule not established, no further disbursements can be accepted for this student for this award year) is being returned incorrectly to schools that attempt to increase/decrease an actual disbursement (DRI=True) for a student that has been referred to DCS for collection of a Pell Grant overpayment.

Additionally, the Pell Grant referral amount and payment amount collected are not being updated correctly in the Pell Collection Referral Amount and Pell Collection Amount Collected fields on the COD web site's Award Detail Information screen. The COD development team is researching these issues, and we will provide updates as they become available.

COD Edit 116 Not Working Correctly [01/06/04 (Updated 03/26/04)]
COD has found that COD Edit 116 (SSN, Date of Birth and/or Last Name have not been updated in the COD System) is not working properly. This edit is a warning that is returned when changes to the Student Identifier information are submitted and the reported CPS Transaction Number and Award Year combination is not greater than the combination that currently exists in COD.

Because this edit is not working correctly schools are unable to submit new 2003-2004 originations or make online changes when previous award year information is different for a student in COD. The COD development team has created the test scenarios and is testing them. COD will provide updates on this issue as progress is made.

COD Processing Update
For Pell Grants

COD Financial Screens Incorrect on COD Web Site [05/05/03 (Updated 03/19/04)]
As previously reported, the COD web site financial screens are displaying incorrect information. The "Summary Financial Info" screen is not displaying correct figures in the fields of "Disbursement Amount", "Disbursement Adjustment Amount" and "Ending Cash Balance".

Additionally, COD has found the Total Unduplicated Recipients field on the "Funding Information" screen is not displaying the correct figure. Schools can refer to the "Yearly Totals" screen to view the correct figure for the Total Unduplicated Recipients.

COD is working to resolve these discrepancies. In the meantime, schools should refer to the "Funding Information Screen" for correct figures (with the exception of the Total Unduplicated Recipients). COD is asking schools to be patient regarding progress on this issue. Resources are focused on other items at this time, so progress will continue to be slow. If you have any questions regarding your funding in the meantime, please contact the COD School Relations Center.

Disbursements Not Displaying on COD Web Site [12/11/03 (Updated 03/08/04)]
COD has identified an issue where disbursements/adjustments are being processed in COD, but are not appearing on the Disbursement List screen. However, the accepted disbursements are appearing on the Batch screen and being acknowledged correctly to schools. Also in some cases, sequence numbers for the disbursements are not appearing on the History screen.
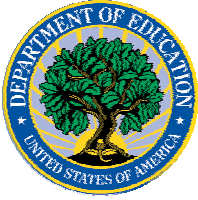
COD has determined the cause of the problem. The data was not populated in the COD database correctly when the disbursements/adjustments were processed, resulting in the disbursements not appearing on the web site. COD has identified two different code fixes and cleanups that need to take place to resolve the problem.

The first code fix has been migrated. The clean up plan for the affected records has been developed, and we will be performing the cleanup shortly. COD continues to test the second code fix and will notify schools when testing has been completed. In the meantime, please be patient and do not resubmit the disbursements/adjustments for processing; these transactions have already been acknowledged back to schools.

Mixed Person Records In COD (03/02/04)
As you are aware, the COD System is based on the establishment of a person record and contains person records established as early as 1999-2000. COD has discovered that primarily due to inaccurate SSNs that have entered the COD System, approximately 300 records (out of approximately 14 million person records in the COD System) have mixed with other COD records. Since PLUS borrowers are not matched with CPS, the majority of the people affected by this issue are PLUS borrowers. COD has a dedicated team working to resolve the small number of records that have been mixed. We would like to assure you that if your data has been affected by this rare problem it is not lost in the COD System and it will be corrected.

Specifically, COD has identified two scenarios related to this issue. In the first scenario, one person appears twice within the COD System, with different awards under each profile. In the

COD Processing Update
For Pell Grants

second scenario, two persons have the same SSN in the COD System with mixed profiles and awards. These problems usually occur when incorrect SSNs are submitted to COD and are compounded when the incorrect SSN matches another person's correct SSN.

COD is working on further detailed instructions that will assist you in avoiding these scenarios and, if necessary, in correcting them. If you have any questions, please contact the COD School Relations Center.